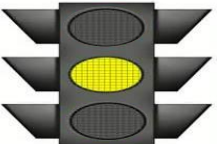



911 Call Answer Time Not w/in 20 Seconds Emergency Services

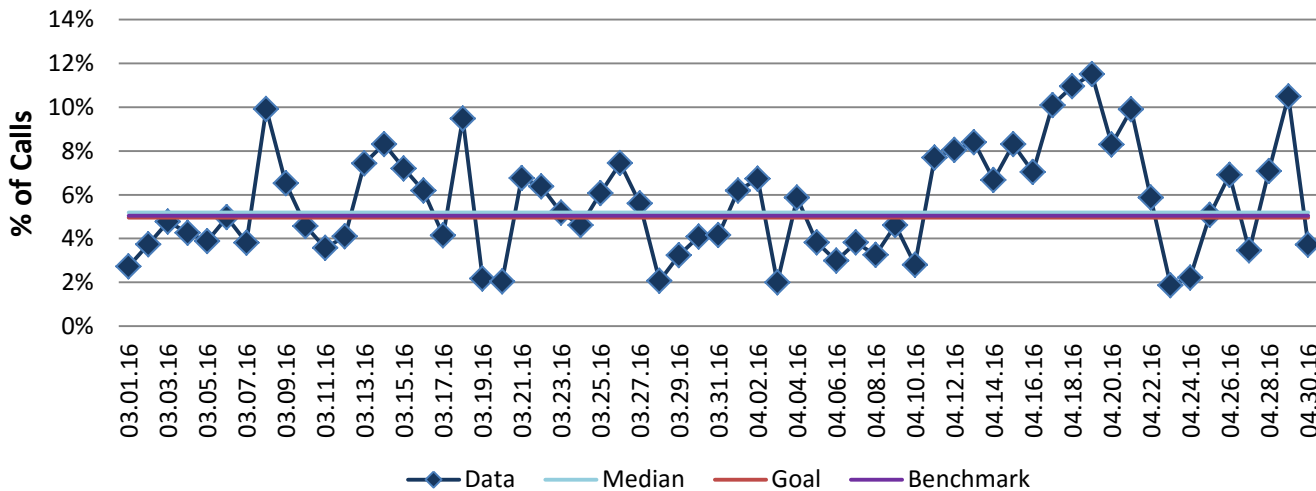


KPI Owner: Angela Downes

Process: 911 Communications - Medium Gap

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: Seo '14 - 3% of calls not w/in 20 sec Goal: <5% of calls answered outside of target time of 20 seconds Total Opportunities: 122,151 (Mar and Apr) Benchmark: 95% of 911 calls answered in 20 sec		Data Source: Cassidian Goal Source: Dept Management Team Benchmark Source: NENA	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The percentage of 911 calls that were not answered by a 911 call taker within 20 seconds Why Measure: Help enable the quickest possible response to emergency calls Next Improvement Step: Continue to monitor and diagnose		
How Are We Doing?					
03.31.16-04.30.16 1 Month Goal	03.31.16-04.30.16 1 Month Average		04.30.16 Goal	04.30.16 Actual	
5%	6%		5%	4%	
% of Calls	% of Calls		% of Calls	% of Calls	

911 Call Answer Time Not w/in 20 Seconds



The seven basic quality tools, "5 Whys" techniques, brainstorming and other methods will be applied to the measure above. The purpose of using the tools/methods is to understand what makes performance less than desirable when performance is not best in class.